# Provider Communication

| Subject: | Web Portal Instructions—Adding New Facilities (Payee) and/or New Users | Priority: | **High** |
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| Date: | July 6, 2005 | Message ID: | ACSBNR07062005_1 |

**Dear Provider:**

Over the last several months, we have noticed POAs (Portal Office Administrators) have not linked their payee number to their POA Web ID. This has contributed to facilities not receiving their RA (Remittance Advice) via the Web.

**Note:** Providers and their staff believe they are fully registered when they send in the pre-Web registration form and receive their ID and password. This is not the case. You must link yourself up to your payee number to receive RA's.

Instructions are now posted in the 'Documents and Forms' section of the GHP Web Portal to assist in resolving this issue. To access the instructions, do the following:

1) Go to **www.ghp.georgia.gov**.
2) Click the **Provider Information** tab.
3) In the Documents and Forms box, click **View Full List**.
4) Scroll to the bottom of the page and click **Web Portal: Linking ID Instructions**

If you are not a registered user or if you have any questions, please contact the CIC at 404-298-1228 (metro Atlanta) or 800-766-4456 (toll free).

You can also contact ACS by using the "Contact Us" feature of the GHP Web Portal (**www.ghp.georgia.gov**). Click **Contact Us** in the upper-right corner of any page on the Web portal.